

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1-8. (Cancelled).

9. (Currently Amended) A call service system comprising:

at least one client terminal through which a user can make an inquiry, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails;

at least one operator terminal through which an operator receives the inquiry from the user and answers the inquiry;

a server connected with said client terminal and said operator terminal;

said client terminal including,

a graphical user interface which allows the user to select a communication media to be used when receiving the answer from the operator and to input contents of the inquiry and information related to the user, the user's selection being made between at least two available communication media choices comprising a telephone and an email; and

a transmission unit which transmits the information related to the communication media selected by the user, the contents of the inquiry, and the information related to the user to said server, wherein

said server includes,

a queue-managing unit which queue-manages inquiries in which the user has either selected a telephone call or an e-mail as the communication media for receiving the answer ; and

a processing unit which successively processes the inquiries in a queue on said operator terminal such that said operator terminal communicates with the client terminal using the communication media selected when answering the inquiry.

10. Cancelled.

11. (Currently Amended) The call service system according to claim 9, wherein said queue-managing unit manages the inquiries in which the user has either selected a

telephone call as the communication media for receiving the answer or made the inquiry over a telephone, in one queue, and

    said processing unit successively allocates the inquiries in the queue to said first operator terminal in accordance with a predetermined rule.

12. (Previously Presented) The call service system according to claim 9, wherein the communication media to be used when receiving the answer from the operator is allowed to be different from a communication media used when sending the inquiry from the user.

13. (Previously Presented) The call service system according to claim 9, wherein said user interface comprises a homepage inquiry screen that is provided with at least an input frame for allowing a selection among a retrieval of knowledge data base, an inquiry through an electronic mail and an inquiry through telephone, an input frame used for inputting information related to the user and an input frame in which the contents of an inquiry are input.

14. (Currently Amended) A call service method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the method comprising:

    selecting a communication media to be used when receiving the answer from said operator terminal and inputting contents of the inquiry and information related to the user, allowing the communication media selected to be different from a communication media used when sending the inquiry, the selection and the input being performed by a user using a graphical user interface of said client terminal, the user's selection being made between at least two available communication media choices comprising a telephone and an email;

    transmitting information related to the communication media selected by the user, the contents of the inquiry and information related to the user, to a server;

    queue-managing the inquiries in which a telephone call or an e-mail has been selected as the communication media;

    providing a control to successively process the inquiries in the queue on said operator terminal; and

    communicating with the client terminal using the communication media selected when answering the inquiry.

15. (Currently Amended) A computer-readable recording medium that stores a computer program which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize the steps of:

displaying a graphical user interface on said client terminal of the user for selecting a communication media to be used when receiving the answer from said operator terminal and for inputting contents of the inquiry and information related to the user, allowing the communication media selected to be different from a communication media used when sending the inquiry, where the user's selection is made between at least two available communication media choices comprising a telephone and an email;

transmitting information related to the communication media selected by the user from said client terminal, the contents of the inquiry, and the information related to the user to a server;

queue-managing the inquiries in which a telephone call or an e-mail has been selected as a type of the communication media;

providing a control to successively process the inquiries in the queue on said operator terminal; and

communicating with the client terminal using the communication media selected when answering the inquiry.

16. (Currently Amended) A computer program which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize a process comprising:

displaying a graphical user interface on said client terminal of the user for selecting a communication media to be used when receiving the answer from said operator terminal and for inputting contents of the inquiry and information related to the user, allowing the communication media selected to be different from a communication media used when sending the inquiry, where the user's selection is made between at least two available communication media choices comprising a telephone and an email;

transmitting information related to the communication media selected by the user from said client terminal, the contents of the inquiry, and the information related to the user to a server;

queue-managing the inquiries in which a telephone call or an e-mail has been selected as a type of the communication media;

providing a control to successively process the inquiries in a queue on said first operator terminal; and

communicating with the client terminal using the communication media selected when answering the inquiry.

17-18. (canceled)

19. (new) A call service system according to claim 9, wherein said graphical user interface comprises:

a telephone number entry frame for a telephone number entered by the user for a telephone answer;

an email address entry frame for an email address entered by the user for an email answer; and

an inquiry frame for the inquiry entered by the user.